

## Frequently Asked Questions COVID-19 Students

Saint Paul University (SPU) administration continues to monitor developments regarding COVID-19. It adheres to the recommendations of Ottawa Public Health, Ontario Public Health and the Government of Canada's Public Health Agency while amending its health and safety guidelines.

In addition to respecting the University's official health and safety guidelines, students are encouraged to stay informed and follow the recommendations of the agencies mentioned above.

If you have additional questions regarding SPU'S COVID-19 protocols, please contact [info@ustpaul.ca](mailto:info@ustpaul.ca).

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## GENERAL INFORMATION

### What do I need to know before coming to campus?

You are encouraged to take the Government of Ontario's [COVID-19 self-assessment](#) prior to coming to campus. This will help to determine if it is safe for you – and others – to come to campus.

Please also familiarize yourself with SPU's general COVID-19 health and safety guidelines:

- If you are experiencing symptoms of COVID-19, do not come to campus. [Get tested](#) and stay home until you get the results. See "I tested positive for COVID-19, what do I do?" (listed below) for more information.
- Everyone on campus is required to wear a mask or face shield in all common indoor spaces.
- Classrooms have been re-organized to ensure a two-meter distance between students – we count on each of you to respect this physical distancing. Wearing a mask or face shield is not compulsory if the two-meter physical distance is respected. See "I have classes on campus, are classrooms disinfected between classes?" (listed below) for more information.
- Wash your hands as often as possible. Hand sanitizing stations have also been installed throughout campus.
- You must have your student or employee card to have access to the library.
- There must be only one person at a time in the elevator. Please reserve their use for people with mobility difficulties.
- No more than two individuals should be in the washroom at a time – please wait outside, while maintaining the required two-meter (six feet) distance, until the washroom is vacated.
- While eating in the cafeteria, maintain physical distance from one another – at least two meters (six feet) apart at all times.

### **Do I need to wear a mask or face shield when I am on campus?**

Everyone is required to wear a mask while in common indoor spaces on campus, including the library, hallways, stairways, washrooms, and elevators.

### **Will the University provide me with a mask or face shield?**

Students must supply their own mask or face shield when coming to campus.

### **How is the University managing the capacity of individuals on campus?**

The University expects less than a quarter of the student population to arrive on campus, as per the current registration enrollment. The campus has more than enough space for students, faculty, and staff to physically distance.

### **Will the University conduct contact tracing within the SPU community?**

University administration will work in full cooperation with public health authorities to enforce contact tracing procedures within the SPU community.

### **I'm worried I might have COVID-19, what should I do?**

If you are not feeling well or believe you may have come into contact with someone who has COVID-19, get tested at one of Ottawa's [designated testing sites](#). Do not come to campus and self-isolate until you receive a confirmed negative test result.

### **I tested positive for COVID-19, what do I do?**

If you receive a positive test result, it is important to cooperate with Ottawa Public Health for contact tracing. Additionally, if you have recently been on campus please notify Scott Fowler, Coordinator – Communications, Web and Marketing, at [sfowler@ustpaul.ca](mailto:sfowler@ustpaul.ca). Although your information will remain completely confidential, this will help us avoid further spread of the virus on campus.

**If there is a confirmed case of COVID-19 on campus, will this be communicated to the SPU community?**

University administration will keep the SPU community informed if there are any confirmed cases of COVID-19 on campus. This information will be communicated to students by email (to their @uottawa.ca student accounts).

To maintain confidentiality, no details of the affected individual(s) will be provided.

All contact tracing is the responsibility of Ottawa Public Health.

## UNIVERSITY SERVICES

### Is the University open?

Yes, the University is open. However, whenever possible, we encourage individuals to access university services remotely.

### Is the library open?

The library is open, but with special protocols in place to ensure the safety of patrons and staff.

For more information, please visit: [https://ustpaul.ca/en/library-services-during-the-covid-19-pandemic\\_7159\\_719.htm](https://ustpaul.ca/en/library-services-during-the-covid-19-pandemic_7159_719.htm)

### Can I make an appointment with Financial Services?

You can schedule a phone appointment with Financial Services by emailing [finance@ustpaul.ca](mailto:finance@ustpaul.ca). Please be sure to include your name, your student number as well as a brief description of your inquiry.

### Is the residence open?

Yes. The residence remains open, with protocols in place to ensure the health and safety of tenants and staff. This includes reduced capacity, the closure of common areas and increased cleaning in high-traffic areas (eg. lobby, doorways, elevators, etc.).

For more information, visit [saintpaulresidence.ca](http://saintpaulresidence.ca) or call 613-236-3131.

### What happens if a student staying in the SPU Residence receives a positive test result for COVID-19?

The SPU Residence is managed by Campus Living Centres (CLC).

For more information, please contact the Residence Director by phone 613-236-3131 or by e-mail [clcustpaul@campuslivingcentres.com](mailto:clcustpaul@campuslivingcentres.com).

## How do I access mental health support?

If the current circumstances have left you feeling overwhelmed or anxious, we want you to know that free and confidential counselling is available to you. Although now provided virtually by videoconference, help is at hand. Always. To make an appointment, please contact Mélodie Mayer by email ([mmayer.psychotherapy@gmail.com](mailto:mmayer.psychotherapy@gmail.com)) or by phone (613-706-6393).

## ACADEMIC QUESTIONS

### I have registered for my course – how do I check if my course section is online or on campus?

To verify the delivery method of your courses, please follow these steps:

1. Go to [uoCampus](#) and click on **Self Service**.
2. Under **Enrollment**, click on **My Class Schedule**.
3. Select the Fall 2020 Term.
4. You will see a list of your courses. Click on the code in the **Section** column to see further information about each course.
5. In the **Class Details** box, the **Instruction Mode** will indicate whether your course is given online or in-person.

### What are the differences between distance courses and online courses?

*Distance courses:* This type of course is broadcast live (in synchronous mode) by the professor via the learning management system and requires you to be present at the time during which the course is scheduled.

*Online courses:* This type of course is pre-recorded and offered only online (in asynchronous mode) via the learning management system. Pre-recorded classes for online courses are available to be viewed at any time.

For more information about the different teaching modalities, please [click here](#).

### How do I access my online classes?

Brightspace is your virtual campus. You can access Brightspace here: <https://uottawa.brightspace.com/>. Your username and password are the same as your uoCampus and email account (@uottawa.ca).

If you forgot your password, you can reset it by filling out the [Service Desk Request Form](#). You can also call the University of Ottawa's Computing and Communications Services at 613-562-5800 ext. 6555.

### **I have questions about my courses and the registration process, who can I talk to?**

Special students at the undergraduate and graduate levels who have questions or concerns on the proposed courses or the registration process are asked to contact the Office of the Registrar at [Registrar@usptaul.ca](mailto:Registrar@usptaul.ca).

Students enrolled in a particular program of study are asked to contact their faculty or their academic advisor. To contact your academic advisor, [click here](#).

### **I have classes on campus, are classrooms disinfected between classes?**

Classrooms will be disinfected daily, but students are encouraged to disinfect their desks before and after class. Disinfectant spray and cloths will be made available for all classrooms.

### **Are students required to wear a mask while in class?**

Masks are recommended in classrooms, however, when physical distancing is maintained they are not compulsory.

### **How will the Winter 2021 Term be affected?**

In planning for the Winter 2021 semester, SPU will continue to follow the recommendations of public health authorities.

University administration will continue to keep the SPU community informed as decisions are made.

## ADDITIONAL INFORMATION

[How can I protect myself from COVID-19?](#)

[How can I minimize my exposure to COVID-19 while I am out?](#)

[What are the symptoms of COVID-19?](#)

[Where can I get tested for COVID-19 in Ottawa?](#)

[I got tested, now what?](#)

[How is travel impacted by COVID-19?](#)